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State of Nevada

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# State Community Service Employment Program (SCSEP) State Plan

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PY2020 – 2024

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Nevada Aging and Disability Services Division  
6-1-2020

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## Introduction

The Senior Community Service Employment Program (SCSEP) has been helping individuals age 55 and older find work since 1965. The program provides opportunities for older adults to receive training and experience in community employment while receiving a modest income. The goal of the program is to provide opportunities from these experiences for permanent employment. Throughout the nation, states and national foundations receive grants from the Department of Labor to administer the program nationwide.

In Nevada, the Aging and Disability Services Division (ADSD) of the Department of Health and Human Services (DHHS) is the state grantee receiving funding for slots in Clark county. The AARP Foundation is the national grantee receiving funding for slots statewide. The Governor of the State of Nevada has charged ADSD to coordinate, develop and submit the SCSEP State Plan as required in the Older Americans Act (OAA).

The SCSEP State Plan describes the collective efforts of ADSD, the AARP Foundation, and other partners in the state to support training and employment of older adults in Nevada. Specifically, the plan addresses how the state will meet the skills training, supportive services, and unsubsidized employment needs of older adults age 55 and older. These efforts are enhanced through collaborations with workforce partners throughout Nevada.

## Nevada's Workforce System

Nevada's workforce system is comprised of several partners, including those required as core programs in the Workforce Innovation and Opportunity Act (WIOA) and those who are non-core programs under WIOA. The Governor's Office of Workforce Innovation (OWINN) is the leading state agency for workforce investment efforts in the State of Nevada. They provide support for the state's board, the Governor's Workforce Development Board (GWDB), required under WIOA. Additionally, there are two local workforce investment boards:

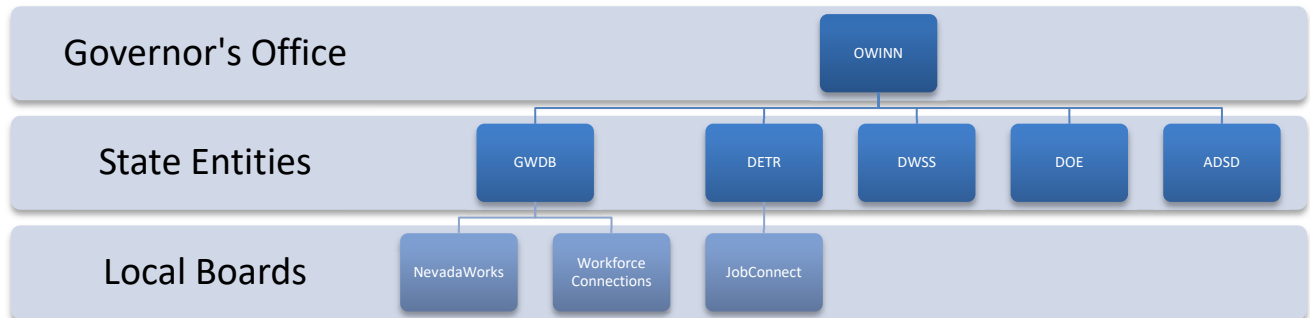
- Nevadaworks – serving Carson City, Churchill, Douglas, Elko, Eureka, Humboldt, Lander, Lyon, Mineral, Pershing, Storey, Washoe and White Pine counties.
- Workforce Connections – serving Clark, Lincoln, Nye, and Esmeralda counties.

In addition to these development and investment boards, programs administered by various state agencies coordinate efforts to meet the requirements of WIOA. Additional state partners include:

- Nevada Department of Employment, Training, and Rehabilitation (DETR)
- Nevada Division of Welfare and Supportive Services, DHHS (DWSS)
- Nevada Department of Education (DOE)
- Nevada Aging and Disability Services Division, DHHS (ADSD)

The WIOA partners have developed a Unified WIOA Plan, referenced throughout this document. New to this year’s SCSEP State Plan is an increase in efforts to coordinate SCSEP efforts with WIOA core and non-core programs.

Figure 1: Nevada’s Workforce System Partners



### Development of the SCSEP State Plan

The stand-alone SCSEP State Plan was developed through collaborations of the Nevada Aging and Disability Services Division (ADSD) and the AARP Foundation. The development of the plan was informed through a review of the WIOA Unified Plan and focus groups conducted throughout Nevada as part of the development of Nevada’s State Plan for Aging Services.

The SCSEP State Plan was posted on the ADSD website for public comment. Solicitation for public comment was shared with SCSEP stakeholders (participants and host agencies), WIOA partners, local senior centers, community partners, and advisory councils such as the Commission on Aging. The State Plan was open for public comment from June 2, 2020 to June 4, 2020 (see Appendix B).

## Section 1: Economic Projections and Impact

### Long Term Projections

The State of Nevada Unified WIOA plan analyzed the overall labor market. This section is an excerpt from the Nevada Unified WIOA plan.

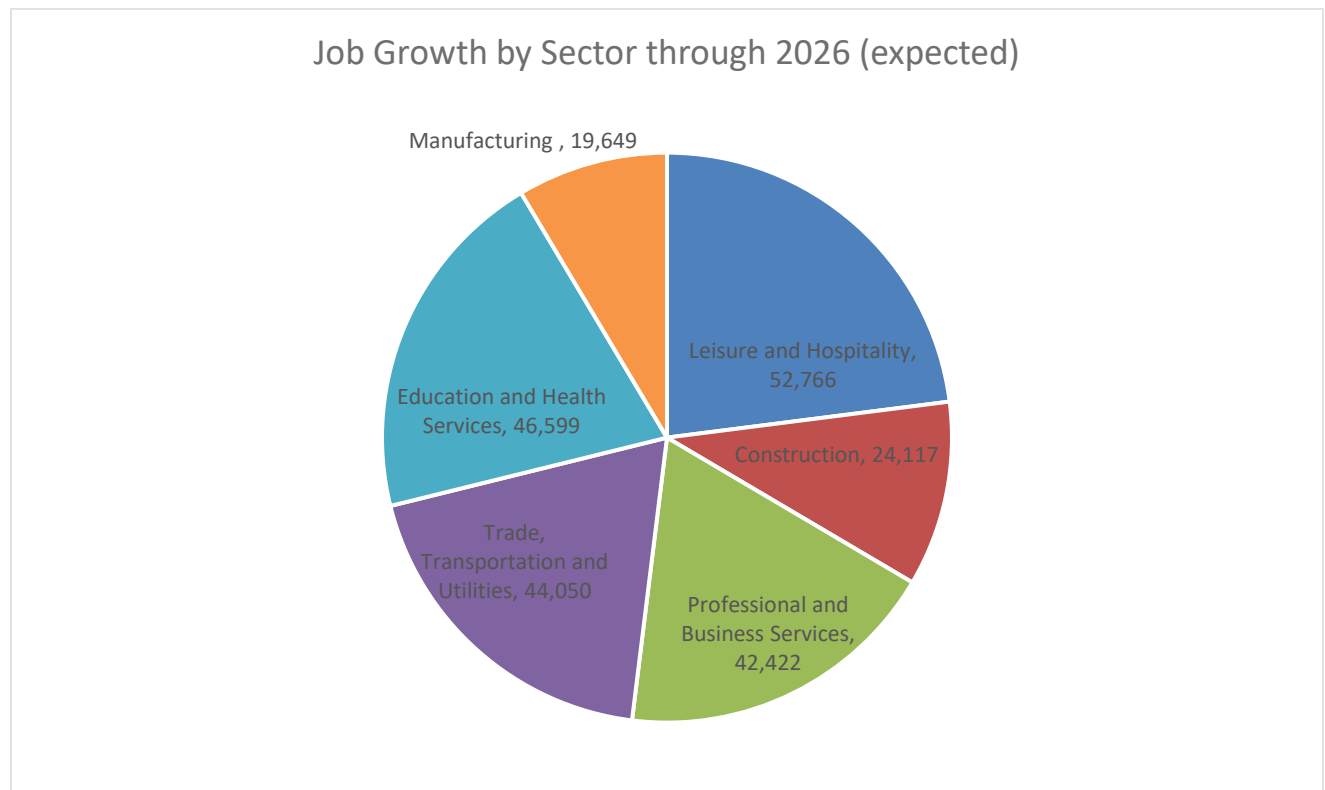
*“Nevada’s overall labor market is moving in a positive direction, running at roughly double the rate of employment growth seen in the nation as a whole for the past five years. Unemployment is low, and use of unemployment benefits is near the lowest levels experienced in Nevada's unemployment insurance program's history relative to the size of the state. The 2007 recession has had a lasting impact on some aspects of Nevada’s economy – in particular, employment in the construction industry that has still only recovered approximately half of the jobs lost during the recession. However ongoing efforts to diversify and invest in Nevada’s labor market for the future have led to growth in new industries such as information technology and advanced manufacturing. This growth will continue to require adapting Nevada’s workforce to the needs of emerging sectors, addressing the educational and training needs of*

*workers and employers, building the infrastructure needed to support residential, commercial, and industrial needs and ensuring that the state’s economic expansion reaches all Nevadans.”*

In March 2020, the state of Nevada declared a state of emergency due to the COVID-19 pandemic. In an effort to protect Nevada citizens and stop the spread of the virus, Nevada’s Governor began implementing stay at home requests, which eventually led to stay at home orders, effectively shutting down Nevada businesses. Nevada has some of the highest unemployment rates per capita of any state. According to the April 2020 Economic Report from the Nevada Department of Employment, Training, and Rehabilitation (DETR), Nevada’s unemployment rate reached 28.2 percent. This is a record high unemployment rate and many of the state’s largest sectors will recover much more slowly due to ongoing restrictions and social distancing by Nevada citizens. In comparison, the national unemployment rate for this same time period was 14.7 percent (Bureau of Labor Statistics). The long-term economic impact of the COVID-19 pandemic, especially for older adults seeking employment, is unknown at this time, but is expected to be significant.

### Employment Sector Projections

The State of Nevada Unified WIOA plan offers the following analysis for industry and occupational demand through 2026 in Nevada. At the time of publishing the WIOA Unified Plan, all of Nevada’s super sectors were projected to grow.



Additionally, Nevada's Governors Office of Workforce Innovation (OWINN) projects Retail Salespersons, the largest occupation, currently employing 49,458 people to grow with an additional 11,174 payrolls by 2026. Food preparation and serving workers are projecting a growth of 10, 931.

### **In Demand Industries and Occupations**

The Nevada WIOA plan offers this additional information and list on most in-demand industries and occupations.

*The above-referenced industry sectors and occupations are additional examples of in-demand occupational groups, but do not necessarily show up on the official list provided below for in-demand industries and occupations due to a difference in how official demand is defined in Nevada. The industries and occupations listed above may not meet the above-average wage requirement in place for Nevada's top in- demand occupations list, but continue to constitute an important part of Nevada's economy.*

*The following are the most recent in-demand industries and occupations that were identified by the Department of Employment, Training and Rehabilitation's (DETR's) Research and Analysis Bureau, the Governor's Office of Economic Development (GOED), the state's workforce board and associated Industry Sector Councils and the Governor's Office of Workforce Innovation (OWINN).*

#### *In-Demand Industries*

- *Information Technology*
- *Health Care and Medical Services*
- *Advanced Manufacturing*
- *Education Services*

#### *In-Demand Occupations\**

- *Software Developers,*
- *Applications Computer*
- *Systems Analysts*
- *Mechanical Engineers*
- *Licensed Practical and Licensed Vocational Nurses*
- *Sales Representatives, Wholesale and Manufacturing, Technical and Scientific Products*
- *Network and Computer Systems Administrators*
- *Physicians and Surgeons, All Other*
- *Industrial Machinery Mechanics*
- *Software Developers Systems Software*
- *Machinists*

\*Nevada's OECD and OWINN produces a list of the top 100 in-demand occupations; the above-referenced list is a snapshot portion of the total in-demand occupations list.

### **Impact for Older Adults**

Participants in the SCSEP program obtain a wide variety of skills including office clerical, legal, administrative, retail, food service, and light industrial. These skills are relevant to a variety of employers and industries, putting our participants in a more favorable position while seeking

permanent employment. Our host agency training partners include organizations in a variety of sectors offering a range of training opportunities for older adults. Some of the largest host agency training partners include: OneStop, Southern Nevada Health District, Senior Law Program, Clark County Parks and Recreation, UMC Hospital and the Social Security Administration.

Below is the current skills breakdown for participants based on assignment title's at their host agencies:

- Activities Assistant
- Administrative Assistant
- Clerical Assistant
- Library Aide
- Clothing Coordinator
- Retail Associate
- Receptionist
- Food Service Worker
- Monitor
- Legal Assistant
- Groundskeeper
- OneStop Navigator
- Information Specialist
- Specialized Training Assignment

In addition to Host Agency training opportunities, participants are regularly referred to computer and work readiness programs offered through various organizations including the Professional Institute of Technology, HELP of Southern Nevada, CSN and Lutheran Social Services.

Since 2017, participants in Nevada's SCSEP program has obtained employment with the following employers:

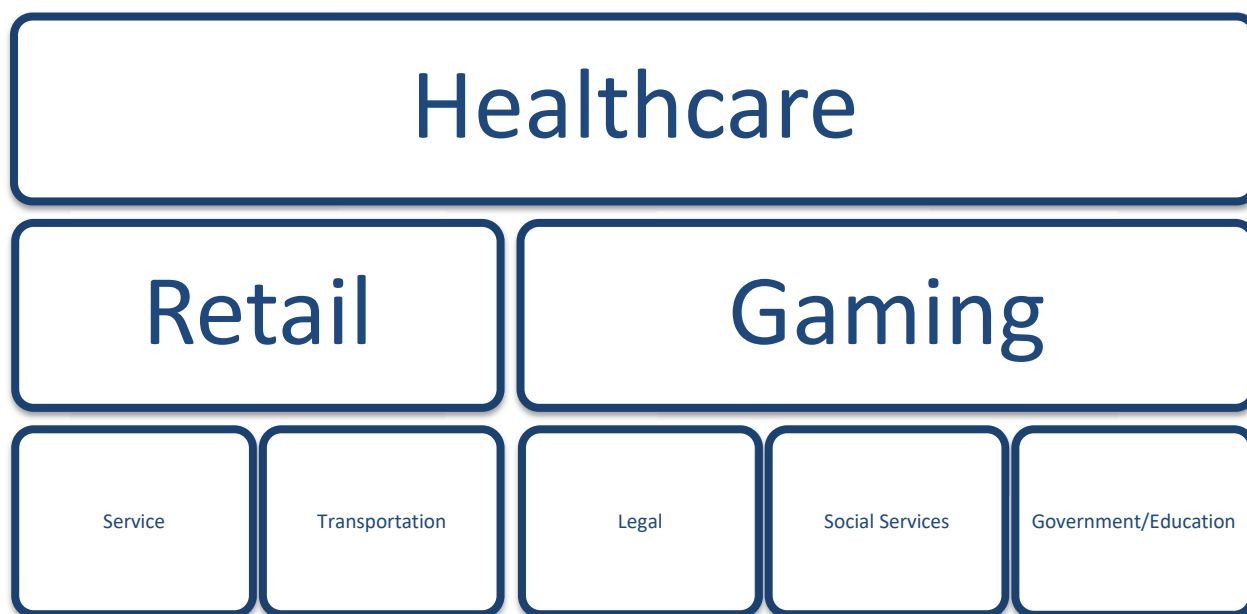
*Table 1: SCSEP Participant – Employers*

American Health	Helix Electric	Salvation Army
Asian Community Resource Center	Las Vegas Sands	Southern Nevada Senior Law Program
Big Brothers and Big Sisters of Nevada	Logistics – Medicaid Transportation	St Rose Executive Suites and Virtual Offices
Brady, Chapman, Holland & Associates	Marksman Security	Staff Pro

Division of Welfare and Supportive Services	Muhammad University of Islam School of Excellence	Sunset Station Casino
Family Day Care Service	My Southern Psychics	Visiting Angels
GKS Development Inc	National Telecommuting Institute	Walgreens
	Playtime Childcare	

The employers represent a variety of sectors, consistent with in-demand occupations and projected growth in Nevada.

Figure 2: NV In-Demand Occupations



The Nevada SCSEP program grantees will continue to build partnerships with other WIOA programs, especially in light of unknown economic impacts related to COVID-19, to diversify training opportunities and skill building in sectors that are in-demand in Nevada.

## Section 2: Service Delivery and Coordination

Within the State of Nevada there are two SCSEP grantees. The AARP Foundation is the national grantee, with 157 slots to serve 14 counties in Nevada. In the current plan, the Nevada Aging and Disability Services Division (ADSD) is the designated state grantee. As the state grantee, ADSD receives funding for Clark county only with 44 slots. (Appendix A: Nevada SCSEP Organization Chart)

State and National grantee staff work closely together throughout the program year to ensure equitable distribution of slots, coordinate outreach efforts, and collaborate on state planning



efforts. Ongoing communications and collaborations are accomplished through emails, videoconference and teleconference meetings, and in-person meetings, as budgets allow.

ADSD subawards funds to a community partner every four years to provide direct services and support of the state SCSEP grant. As of the writing of this plan, the subrecipient for the state grant is the AARP Foundation. ADSD will be conducting an open, competitive Notice of Funding Opportunity in Program Year 2020, for services starting in Program Year 2021.

The Nevada SCSEP program receives referrals from a variety of sources, including but not limited to: WIOA One Stop Centers, Older Americans Act community partners, state and local government agencies, and word of mouth from current and past participants.

SCSEP federal activities receive additional support through match. As the national grantee, AARP Foundation ensures non-federal match requirements are supportable and reasonable (29 CFR 97.24(b) (6)) and met through cash/in-kind contributions reported by community service host site partner training supervisors and subprojects. The State of Nevada, Aging and Disability Services Division provides cash match.

### SCSEP Partnerships and Coordination

Historically, the SCSEP program in Nevada has very little coordination with the WIOA system partners. As Nevada looks to expand the SCSEP program, increasing unsubsidized placements of the participants, both grantees are focused on building partnerships and coordination with existing programs and services.

Additionally, due to the COVID-19 pandemic experienced in the second half of PY2019, economic projections remain uncertain in Nevada. Many of the industries, frequently targeted by the SCSEP program are expected to have slow recoveries from the economic impact of state closures. While it is too early to predict exactly what these impacts will have on the program, both grantees know their efforts will have to be broader and more collaborative to continue to see the successes Nevada has with the SCSEP program.

As Nevada looks to the future, there are several key partnerships that will be expanded, as well as new efforts needed to ensure robust outcomes and ensure participants are placed in unsubsidized employment opportunities that meet their goals, desires, and skills.

### WIOA- One Stop Delivery System

Under the state of Nevada, Department of Health and Human Services (DHHS) two divisions offer economic and employment programs to support economic stability of low-income individuals. This includes the Division of Welfare and Supportive Services (DWSS) and the Aging and Disability Services Division (ADSD). Currently, the Administrator for the DWSS is appointed to the Governor's Workforce Development Board (GWDB) under WIOA. This individual represents all DHHS programs on this board, including the SCSEP program. New to this state plan, the ADSD is exploring options to provide quarterly reports to the GWDB through the DHHS

representative. Providing regular reports will increase awareness of the SCSEP program to other representatives on the GWDB and increase opportunities for collaboration which will allow SCSEP participants to access a broader range of support to reach their employment goals.

As the national grantee, the AARP Foundation serves individuals in northern and rural counties of Nevada, in addition to Clark county. The AARP Foundation SCSEP Assistant Project Director (Becky Gordon), leads efforts with the northern Nevada Workforce Development Board – Nevada Works. AARP is seeking opportunities to represent SCSEP on the Nevada Works board. AARP Foundation is exploring ways to increase collaborations with Nevada Works to facilitate training and job development opportunities for participants in northern Nevada. As the northern Nevada market has shifted in the last 5 years with an increase in technology and industrial jobs becoming more abundant, the AARP Foundation is working to expand training opportunities to facilitate placement into these careers.

In southern Nevada, the ADSD SCSEP Project Director and the AARP Foundation SCSEP State Director (James MacNeill) represent SCSEP on the southern Nevada Workforce Development Board – Workforce Connections. In addition, both ADSD and AARP Foundation have memorandums of understanding (MOU) in place with Workforce Connections. As part of these efforts, Workforce Connections has been a SCSEP host site agency for the past 10 years. In addition, SCSEP participants are able to participate in the employment trainings and job fairs offered by Workforce Connections. ADSD and AARP Foundation SCSEP are Affiliate Members of Workforce Connections.

Included in the WIOA system are one-stop centers, located throughout Nevada, known as local JobConnect Career Centers, administered by the Department of Employment, Training, and Rehabilitation (DETR). An MOU is in place between the SCSEP grantees and DETR to place SCSEP participants in local JobConnect centers. SCSEP participants are required to co-enroll with the local one-stop centers in both northern and southern Nevada. SCSEP participants currently receive community service training at Clark County, Carson City, Lyon County and Washoe County JobConnect centers. In this state plan, the AARP Foundation will work to establish connections with other centers including those in Elko while continue rural services in areas like Winnemucca and Pahrump. Applicants and Participants utilize the following services: Employment Services, Unemployment Assistance, Career Exploration, Education & Training and Veteran Services.

Currently, the AARP Foundation also coordinates with WIOA funded agencies to provide classroom-training opportunities that build participant skills in the areas of basic computers knowledge and English as a Second Language (ESL). Computer training provided by The Learning Center is funded as supportive services in the SCSEP budget.

In this state plan, both grantees are exploring opportunities to strengthen their collaboration with the full range of WIOA coordinating programs. The goal of these efforts is to expand training and

job development opportunities into careers not traditionally accessed by SCSEP participants. The SCSEP grantees are also exploring the opportunity to be included in the WIOA State Plan, as a Combined Plan. This would include a two-way relationship between the SCSEP program and WIOA partners in which our participants would be able to benefit from the many services and programs offered through these entities. Conversely, the WIOA partners would be able to refer and direct individuals 55 years of age and older directly to the SCSEP program partners.

### Older Americans Act Programs

SCSEP participants fill community service training positions at a multitude of programs funded through Title III-B and Title III-C of the Older Americans Act. Office and administrative workers train at the Alzheimer's Association, Catholic Charities of Southern Nevada, Three Square Food Center, East Valley Family Services Resources, and Lutheran Services. The State Health Insurance Assistance Program (SHIP) also offers community service training positions to SCSEP participants.

Beyond serving as host site agencies, the Aging and Disability Services Division will be increasing outreach and education in Clark county to the AARP Foundation SCSEP team as well as our community partners who offer supportive services that may help SCSEP participants obtain unsubsidized employment. ADSD has a broad aging services network that can support basic needs such as transportation, in-home services, and access to medical care to help individuals be successful in meeting their employment goals. ADSD has also offered to facilitate conversations with the northern SCSEP team of the AARP Foundation to facilitate partnerships with community partners throughout Nevada.

### Other Private and Public Entities

The AARP Foundation has agreements with a variety of public entities outside of the Older Americans Act programs including, but not limited to: the Nevada Department of Employment, Training and Rehabilitation, Pita, Dress for Success, Nevada Job Connect, Help for Heroes, Silver State Housing, and the Social Security Administration. In northern Nevada, including Reno, Sparks, and Carson the AARP Foundation has a representative on-site, through a rotating schedule, in the local JobConnect centers and the Veteran's Resource Center.

The AARP Foundation has also developed working relationships with local employers where qualified applicants are referred to fill job openings, such as Allied Barton, Boyd Gaming, Doty's Gaming, Las Vegas Review Journal, TJX Companies Securitas and Macy's. Throughout Northern Nevada, the AARP Foundation has developed relationships with employers to refer qualified applicants to fill job openings. These employers include: Access to Health Care, All Valley Home Care, American Home Companion, Carpeteria, Catholic Community Services, and ESI Security Services.

The AARP Foundation has formed various collaborative relationships with local community councils to increase opportunities for placement. They maintain these relationships through

ongoing outreach. Currently, partners include the Latin Chamber of Commerce, Asian Chamber of Commerce and Intertribal Council of Nevada. These relationships have helped the AARP Foundation to recruit host agencies and increase participant training opportunities.

In this State Plan, the Aging and Disability Services Division will increase outreach efforts to promote SCSEP opportunities to state agencies, working closely with DETR to identify opportunities to enhance training and employment opportunities for individuals age 55 and older. Over the past 6 years, the state of Nevada has piloted and implemented measures to increase employment opportunities for targeted groups, including veterans and people with disabilities. Borrowing from these efforts, ADSD believes there are opportunities to increase training and host site agencies for SCSEP participants.

### Other Labor Market and Training Initiatives

As both the national grantee, and the state subrecipient, the AARP Foundation is leading efforts to ensure SCSEP participants have a variety of training opportunities and have access to the support they need to reach their employment goals. They utilize a variety of internal and external partnerships to meet the training needs of participants.

The AARP Foundation is using the Virtual Career Network (VCN), which is a publicly accessible, web-based, career development platform that includes assessment, virtual learning/training and career search tools. VCN's primary purpose is to assist SCSEP participants prepare and qualify for jobs, by identifying knowledge, skills and abilities through assessments, and then addressing any deficits with education and training.

Partners such as Nevada Job Connect, Professional Computer School, Professional Institute of Technology and Accounting, Madison Palms Computer Lab, Heritage Park Senior Center Computer Lab, Affordable Computer Training c/o Cultural Diversity Foundation, the Washoe County School District, Child and Family Services, and various host agencies, are utilized for training in basic computer literacy. The AARP Foundation also utilizes its Job Search Workshops and Job Clubs, which help to prepare participants for independent job searches.

The AARP Foundation staff refers participants to other employment and training programs, state Vocational Rehabilitation, Adult Basic Education, English as A Second Language and training through the Nevada System of Higher Education (NSHE) when relevant needs are identified on the participant's Individual Employment Plan (IEP), e.g. skills training, job search, resume writing, job placement. Upon request, NSHE provides free Adult Basic Education and English as a Second Language classes to participants.

As the state grantee, through the partnership with the AARP Foundation, ADSD has been able to leverage existing partnerships. Should a new community partner be selected in the competitive process, ADSD would work with the new subrecipient and the AARP Foundation to continue to facilitate training through these existing relationships for participants.

## Engaging Employers

The AARP Foundation developed partnerships with community service host site agencies, and signed agreements with those that agree to provide training to participants. Host Agency Training Site Agreements have been signed with 134 non-profit or state agencies. SCSEP has enhanced its Host Agency agreements to include having the agency consider allowing assigned participants access to their internal computer systems and internet for designated training and job search. Training may include basic computer, word processing, spreadsheets and customer service.

The AARP Foundation conducts outreach and recruits Federal, State, and local public agencies as training sites for SCSEP participants. These public agencies may include, but are not limited to:

- Health departments, community mental health centers, and community hospitals;
- Welfare departments, child and youth services, and adult services;
- State employment security offices, vocational counseling and rehabilitation, and social services;
- Public schools and adult education programs;
- Recreation departments, community development agencies, and housing authorities;
- Police departments, juvenile courts, and circuit courts; and
- Federal agencies in local communities, extension services, and local tribal government agencies.

Non-profit organizations may also be recruited as training sites if they:

- Are recognized by the Internal Revenue Service (IRS) as meeting the requirements of Section 501(c)(3) of the Internal Revenue Code of 1986 that exempts the organization from taxation;
- Are not a political party; and
- Do not occupy a facility that is used or will be used as a place for sectarian religious instruction or worship. An exception is made when the facility is used for other purposes, e.g. nutrition site, head start, and no religious or sectarian religious instruction or worship is occurring while the participant is training.

For both the state and national grantees, the provider must obtain a copy of the IRS letter that grants the prospective non-profit training organization 501(c)(3) status.

Through existing efforts to engage with local agencies, the following categories of employers were found to be the most receptive to participate in the SCSEP program:

- Chambers of Commerce
- County entities
- County Judges
- Workforce agencies – One Stops
- USDA
- School districts

- RSVP
- State Disability Services
- Boys and Girls Clubs

Both SCSEP grantees will work to increase knowledge of SCSEP among Nevada’s nonprofit, public and private businesses to promote older worker training and age friendly work environments through a coordinated, targeted outreach plan. Due to the COVID-19 pandemic and the yet unknown economic impacts, collaboration on outreach plans will be critical to leveraging resources available through each grantee.

Both grantees will continue to promote older workers in the workplace and help employers to recognize the benefits of hiring older workers, through public service announcements, good customer service, brochures, warm calls, SCSEP posters and the AARP Foundation website.

Both SCSEP grantees continue to request to provide On-the-Job Employment (OJE) training opportunities to SCSEP participants, as a special condition of their grants from the Department of Labor, Employment and Training Administration (DOL/ETA). These OJE opportunities are used by SCSEP grantees to promote the SCSEP program to potential employers, giving employers an incentive to hire participants.

As both the national grantee, and the state grant subrecipient, the AARP Foundation engages employers nationally to help job-ready participants move into unsubsidized employment. The Foundation’s approach to identifying and meeting the needs of business and industry is unmatched and includes finely-honed relationships with employers at the local, regional, and national levels. Examples of current employer partners are Allied Universal, Home Depot, Macy’s, and TJX Companies (Marshalls, Home Goods, TJ Maxx).

Both SCSEP grantees will continue to engage with local employers during job fairs, hiring events, and community festivals in an effort to develop working relationships, promoting the opportunities available to them through the SCSEP program and the benefits of hiring older workers.

### Serving Minority Populations

The United States Census Bureau estimates the population of Nevada on July 1, 2018, was 3,034,392, an increase of 61,987 residents (2.1%) since the 2017 US Census estimate and an increase of 333,841 residents (12.4%) since the 2010 United States Census. Nevada had the first highest percentage growth in population from 2017 to 2018. At the 2010 Census, 6.9% of the state's population were reported as under 5, 24.6% were under 18, and 12.0% were 65 or older. Females made up about 49.5% of the population.

According to the 2016 American Community Survey, 27.8% of Nevada's population were of Hispanic or Latino origin (of any race): Mexican (21.3%), Puerto Rican (0.9%), Cuban (0.9%), and other Hispanic or Latino origin (4.7%).<sup>[41]</sup> The five largest non-Hispanic White ancestry

groups were: German (11.3%), Irish (9.0%), English (6.9%), Italian (5.8%), and American (4.7%).

In Douglas, Mineral, and Pershing counties, a plurality of residents are of Mexican ancestry. In Nye County and Humboldt County, residents are mostly of German ancestry; Washoe County has many Irish Americans. Americans of English descent form pluralities in Lincoln County, Churchill County, Lyon County, White Pine County, and Eureka County.

Asian Americans lived in the state since the California Gold Rush of the 1850s brought thousands of Chinese miners to Washoe county. They were followed by a few hundred Japanese farmworkers in the late 19th century. By the late 20th century, many immigrants from China, Japan, Korea, the Philippines, Bangladesh, India, and Vietnam came to the Las Vegas metropolitan area. The city now has one of America's most prolific Asian American communities, with a mostly Chinese and Taiwanese area known as "Chinatown" west of I-15 on Spring Mountain Road. Filipino Americans form the largest Asian American group in the state, with a population of more than 113,000. They comprise 56.5% of the Asian American population in Nevada and constitute about 4.3% of the entire state's population.

Largely African American sections of Las Vegas and Reno can be found. Many current African-American Nevadans are newly transplanted residents from California

Native American tribes in Nevada are the Koso, Paiute, Panamint, Shoshoni, Walapi, Washoe and Ute tribes.

The diversity of Nevada, despite the relatively small population size presents both grantees with numerous opportunities to target minority populations. The AARP Foundation will continue to provide high quality training opportunities to minorities and other individuals.

Recruitment activities are ongoing and include:

- Establishing collaborative relationships with agencies providing services to older persons, persons with low incomes, persons with disabilities, veterans and persons of various race/ethnic backgrounds;
- Notifying the State employment security agency, Job Service and/or One-Stop Career Center when vacancies exist;
- Placing flyers, brochures, posters and other advertisements in public places and at One-Stop Centers, where older individuals tend to congregate;
- Using low or no cost media advertising, such as public and community service announcements on radio and TV, and placing human interest articles in local newspapers;
- Making presentations to groups of older persons and the public, to spread the word about opportunities available through the program;
- Developing close working relationships with other employment and training programs, such as State and local programs under the Workforce Innovation and Opportunity Act of



2014, the Carl D. Perkins vocational education programs, dislocated worker programs and adult education programs; and

- English as a Second Language will be provided as need is identified on the Individual Employment plan.

### Community Services Needed

The Nevada median household income in the past 12 months is \$55,434 in 2017 inflation-adjusted dollars according to the US Census Bureau's 2017 American Community Survey. For individuals age 65 and older the median income drops to \$45,468. Lower incomes, health disparities, and social service barriers often can limit an individual's success in reaching employment goals.

Each SCSEP participant is assessed and completes an Individual Employment Plan (IEP) that identifies existing skills, skills to be learned, barriers to employment, community services needed, goals to achieve and timelines to be met to obtain unsubsidized employment.

Most commonly, SCSEP participants need assistance in obtaining basic services, including:

- Bus Passes (if no other form of transportation is available);
- Specialized Work Apparel (if required by the community service host site agency);
- Eye Glasses;
- Dental Repair;
- Health Cards; and
- Other supportive services as identified.

The project may identify service providers within its communities, who may offer the above supportive services at a reduced cost or no cost to the participant.

Throughout Nevada, access to affordable housing continues to be a significant barrier for individuals with limited incomes. The number of affordable units available continues to dwindle as new industries come to Nevada and the demand for housing increases. The state of Nevada Housing Division hosts a housing search engine, NVHousingSearch.org and has also employed a State Housing Advocate to help highlight the challenges faced by Nevadans in accessing affordable housing. Most recently, in the 80<sup>th</sup> session of the Nevada Legislature, an interim committee was formed to study housing shortages and solutions in Nevada.

Additionally, Hunger and malnutrition in older adults is alarmingly high. According to the National Foundation to End Senior Hunger, 1 in 6 older adults (age 60 and older) were threatened by hunger in 2015. Nevada ranks 10<sup>th</sup> in the nation when it comes to senior hunger. In 2014, 18.8% of older Nevadans were deemed food insecure. Even in urban areas, access to food can be limited.



For many individuals, health concerns including the prevalence of chronic diseases, mental health conditions, and the stress of caregiving prevent them from fully participating in the SCSEP program and accomplishing their goals.

The Aging and Disability Services Division (ADSD) will work with the AARP Foundation and the subrecipient to ensure SCSEP participants are supported in receiving services to overcome these barriers. The ADSD works closely with the Division of Public and Behavioral Health (DPBH) to address health concerns of older adults. Through the ongoing collaborative efforts, Nevada has developed an extensive network of providers that offer evidence-based programs for Chronic Disease Self-Management and Diabetes Self-Management.

According to the 2019 AARP study “Valuing the Invaluable” there are approximately 330,000 Nevadans performing caregiver duties for adults age 18 and older. The burden of caregiving takes a toll on families, especially in economic terms. While about half of family caregivers are age 50 and older and still working, as the care recipient’s needs become more complex more work is missed and as many as one in three caregivers leave the workforce to finish caregiving. Additionally, the AARP report notes “Out of pocket spending for LTSS and complex care tasks can erode the financial security of family caregivers and take a financial toll”, making re-entry into the workforce necessary for many older adults. Family caregivers are tapping into personal savings, reducing retirement contributions, or pulling from existing retirement savings to cover the cost of caregiving. The ADSD has a network of community partners that offer a variety of caregiver support services including respite, support groups, and evidence-based programs such as Skills to Care. These programs can provide caregivers in the SCSEP program with tools and support needed to reduce the burden of caregiving, allowing them to focus on their goals. ADSD will provide ongoing training to SCSEP team members across the state to keep them informed of these services and to facilitate collaborations with the community providers that offer these services.

### **Long-Term Strategies for Program Improvement**

As the state grantee, the Aging and Disability Services Division (ADSD) leads the planning efforts for the SCSEP program, as designated by the Nevada Governor, Steve Sisolak. These efforts are enhanced through the collaborative relationship built with the national grantee, the AARP Foundation. During this state plan, both partners efforts for program improvement will focus on increasing collaboration and integration with the Workforce Investment Opportunities Act (WIOA) network in Nevada.

In Program Year 2019, the ADSD has begun efforts to strengthen their administrative efforts related to the SCSEP program. This includes increasing monitoring of the subrecipient, increasing training and support available to the subrecipient, and promoting the SCSEP program and ADSD’s efforts throughout the WIOA network. These efforts will not only strengthen the SCSEP program, but will also provide greater collaboration among other WIOA partners and the OAA community services.

The AARP Foundation has a track record of successfully providing job skills training and job search assistance and advocacy to those 55 year and older, both nationally and on a local level. The collaborations and successes in supporting individuals seeking employment continue to be vital to the program, and will be more important than ever in this next four years due to the COVID-19 pandemic.

Both SCSEP grantees will work together to find alternative ways to offer training and job search support to participants, despite ongoing social distancing measures and limited job markets. Exploring opportunities for broader training and community service assignments will be critical to the program's success in Nevada. Virtual training, peer support, and the development of new partnerships will be used to continue services in Nevada.

### Continuous Improvement

Nevada SCSEP State and National grantees have met the negotiated DOL/ETA SCSEP Core Performance Measure goals at the required aggregated 80 percent or above for the last four years. In Program Year 2018, the Department of Labor introduced revised performance measures to align with the core WIOA program requirements. This transition allows Nevada to compare programs across a standard set of measures, thus identifying opportunities to strengthen the workforce system as a whole.

The Aging and Disability Services Division (ADSD) and the AARP Foundation will work together to inform WIOA partners about the SCSEP program and how it can complement efforts of core programs.

Additionally, as Nevada looks at opportunities for continuous improvement, it will be important for us to monitor and evaluate the full life cycle of the participant starting with orientation and extending up to a year after exit from the program. While most job placement programs are focused on 90 days post-employment, Nevada's SCSEP program will follow up with participants at 6 months and 12 months post to evaluate changing needs and to help connect individuals to additional services to ensure their long-term success.

Throughout an individual's participation in the program, the Nevada partners know the importance of not only developing skills to gain unsubsidized employment, but also to ensure skills are learned to maintain employment. Participants in the program are supported in developing these skills, while receiving subsidized employment. Nevada partners recognize the importance of the protocols and policies in the SCSEP program to emphasize the training and community service, not the income gained while participating in the program. In this state plan, Nevada is focused on increased emphasis on the program participants securing sustainable employment beyond their participation in the program, which means increased access to community services that overcome identified barriers.

Nevada also recognizes the importance of peer support throughout this process. Learning from the experiences of both current and past participants gives individuals the opportunity to increase

their success in reaching unsubsidized employment. Connecting participants through job clubs, one-on-one mentoring, and peer groups will help Nevada partners to continuously improve SCSEP services.

As a result of the new performance measures and all of the includable exit reasons that fall under follow-up status, our sites have greatly increased their rate of follow-up phone calls and activities. This has increased the amount of work that needs to be done on a quarterly basis. Sites are also experiencing difficulty in obtaining some follow-up data with exited participants. New contact phone numbers, new employment details, as well as documentation of earnings have been a challenge to obtain.

### Section 3: Location and Population Served

Between the state grantee and the national grantee, Nevadans are able to access SCSEP services in 14 of 17 counties.

#### Locations and Populations Most In Need

The Department of Labor (DOL)/Employment and Training Administration (ETA) authorize the number of community service training positions in the state, by a Census based formula. Nevada was allocated a total of 201 authorized positions in PY 2019. Allotted authorized positions in PY16:

- ADSD, State grantee, 44;
- AARP Foundation, National grantee, 151 positions.

It should be noted that authorized position funding is modified by several factors, including the state’s minimum wage. Allotted modified positions in PY19: ADSD, State grantee, 41 positions and the AARP Foundation, National grantee, 150 positions. This totaled 191 modified positions in the State of Nevada.

*Table 2: County Population*

	<b>Population 60+</b>	<b>Low Income (300% FPL)</b>	<b>Minority Status</b>
<b>Carson City</b>	14,410	28,801	10,356
<b>Churchill</b>	5,694	13,965	3,699
<b>Clark</b>	405,618	948,388	594,113
<b>Douglas</b>	16,331	20,741	5,621
<b>Elko</b>	8,008	20,308	6,594
<b>Esmeralda</b>	386	689	111
<b>Eureka</b>	452	560	31
<b>Humboldt</b>	3,163	7,206	2,033
<b>Lander</b>	1,155	2,011	636

<b>Lincoln</b>	1,418	2,366	661
<b>Lyon</b>	14,565	28,939	7,375
<b>Mineral</b>	1,341	2,455	1,708
<b>Nye</b>	15,960	25,144	7,404
<b>Pershing</b>	1,468	2,856	1,119
<b>Storey</b>	1,510	1,628	272
<b>Washoe</b>	95,558	219,594	90,892
<b>White Pine</b>	2,291	4,203	1,390

**Cities and Counties Served**

Nevada has 17 counties. The State SCSEP positions are in Clark County. The National SCSEP positions are in 14 counties: Carson City, Churchill, Clark, Douglas, Elko, Humboldt, Lander, Lincoln, Lyon, Mineral, Nye, Pershing, Washoe and White Pine Counties. Esmeralda, Eureka and Storey Counties have no allocated SCSEP positions. (Table above)

**Imbalances and Steps to Correct**

Equitable Distribution has been achieved with the state SCSEP grant positions in Clark County.

The National SCSEP grant positions in Clark, Churchill, Douglas, Elko, Humboldt, Lander, Lincoln, Lyon, Pershing, Mineral and Nye Counties are under-served. The National SCSEP grant positions in Washoe, White Pine and Carson City Counties are over-served. Esmeralda, Eureka and Storey Counties do not have SCSEP positions.

The variance in positions in counties may be due to one or more of the following conditions:

- Department of Labor modification of the number of positions for state and national grantees;
- High turnover due to participants exiting for employment and other reasons;
- Many counties are very rural in nature and there are challenges with transportation, recruitment of participants and host agencies and lack of employment opportunities; or
- Persistent Unemployment is present in nine of Nevada’s 17 counties, including Carson, Clark, Douglas, Lincoln, Lyon, Mineral, Nye, Pershing and Storey. (Appendix J)

SCSEP State and National grantees work to assure information regarding SCSEP is readily available to all individuals. Starting with Program Year 2020, both grantees will develop a comprehensive outreach and education plan to leverage the full resources available to both partners.

## Long-Term Strategies for Equitable Distribution

To obtain Equitable Distribution statewide, positions will be moved from over served areas to underserved areas as positions become vacant in over served areas. SCSEP grantees will maintain a wait list. The effected host agency will be given 30-day notice.

Providing SCSEP services in rural communities has been a challenge because of the limited number of host agencies, lack of transportation and employment opportunities. Nine of Nevada's 15 rural counties have persistent unemployment.

The State SCSEP grantee has no authority to move National grantee positions within the state, however, ADSD staff provides the National grantee staff with contact information for rural non-profit and government agencies funded under Title IIIB, Title IIIC, Title IIIE, Title IIID and Independent Living Grants so they may distribute SCSEP information in rural areas and conduct outreach to the agencies to become host site agencies and/or recruit participants.

In April 2014, AARP Foundation, the State SCSEP provider, convened a meeting of rural service providers with effective practices in Washington, D.C. The organization representatives shared their effective practices, which are being incorporated into strategies that the Foundation will begin using this year to enhance services and increase participation in SCSEP in rural communities.

Effective practices include strategies, such as: locating participant 'staff' in these areas; segmenting and targeting outreach and recruitment activities to reach participants, host agencies, business, and other community partners; scheduling outreach time regularly in each county; and using technology when possible for trainings, job search and supportive service identification. The AARP Foundation SCSEP has updated the marketing materials to help advertise the program and reach more potential applicants, host agencies and employers. The Foundation is striving to initiate training opportunities for rural participants by enhancing its training venue relationships.

In July 2016, the AARP Foundation initiated a one-year Rural Strategies Pilot to further establish and test various strategies to help impact participant and host agency recruitment, exits for employment and training in rural areas. Initial results show some improvements in recruitment in several Nevada counties. The AARP Foundation also has requested host agencies allow participants to utilize their internal systems and internet for training. This continues to be a work in progress.

Rural RSVP has been instrumental in several rural Nevada counties serving as a host agency for participants, and they have also agreed to help recruit and refer potential applicants for enrollment.

The AARP Foundation's National Business Advisor helps create national relationships with employers, pilot innovative training programs for participants, and seeks new ways of providing employment for participants such as low cost start up self-employment opportunities for

participants and is working to pilot these ideas. In the rural setting, entrepreneurship is a viable option/opportunity for participants.

In addition, SCSEP staff plan to outreach to Nevada's local rural Economic Development offices to increase awareness of SCSEP and connect rural SCSEP participants with employers in those areas.

In Southern Nevada, the AARP Foundation Clark County office will assist in advertisement and locate potential host agencies and participants in counties nearby. Once enrolled and oriented, the Clark County office will assist in assigning the participants.

If SCSEP grantees lose positions due to a reduction in Title V SCSEP funding, positions will be reduced through attrition or a reduction in training hours. If additional funding for SCSEP positions is made available, the new positions will be filled through recruitment.

The purpose of recruitment is to maximize the number of eligible older individuals who will have an opportunity for SCSEP participation. The State SCSEP grantee will make efforts to provide equitable services among the population segments eligible for SCSEP participation. These efforts include outreach to broaden the applicant composition pool to ensure inclusion of individuals that match the following priority criteria: age 65 years or older; individuals with disability; limited English proficiency or low literacy skills; rural area residents; veterans or spouses of veterans; individuals with low employment prospects; those who have failed to find employment after utilizing services provided under Title I of WIA; or those who are homeless or at risk for homelessness.

Recruitment activities are ongoing and include:

- Establishing collaborative relationships with agencies providing services to older persons, persons with low incomes, persons with disabilities, veterans and to persons of various race/ethnic backgrounds;
- Notifying the State employment security agency/Job Service and/or One-Stop Career Center when vacancies exist;
- Placing of flyers, brochures, posters and other advertisements in public places and at One-Stop Centers where older individuals tend to congregate;
- Using low- or no-cost media advertising, such as public service announcements on radio and TV, community service announcements and human-interest articles in local newspapers;
- Making presentations to groups of older persons and the public to spread the word about opportunities available through the program; and
- Developing close working relationships with other employment and training programs, such as State and local programs under the Workforce Innovations and Opportunity Act (WIOA), the Carl D. Perkins vocational education programs, dislocated worker programs and adult education programs.

## Eligible Individuals to Total Eligible Population in the State

Individuals matching the following criteria will be accepted for participation in SCSEP: (1) age 55 or older; (2) a resident of Nevada; and (3) a member of a family, including a family of one, which during the preceding 12 month period, or at the option of the project, an annualized six month period, had an annualized income that did not exceed 125 percent of the Federal Poverty Level as established by the U.S. Office of Management and Budget. Participants are required to disclose family income and sign a statement affirming truth of the disclosure. Income is verified through proper interview techniques and documentation received from participants.

To the extent possible, priority for filling authorized slots will be according to the following criteria:

- Individuals 65 age and older and/or:
- Has a disability;
- Has limited English proficiency or low literacy skills;
- Resides in a rural area;
- Is a veteran or spouse of a veteran;
- Has low employment prospects;
- Has failed to find employment through WIA Title I services; or
- Is homeless or at risk of homelessness.

In addition:

- Meets the eligibility requirements related to age for, but does not receive, benefits under Title II of the Social Security Act (42 U.S. C. 401 *et seq.*); or
- Has a severe disability

Nevada's State and National SCSEP provider will continue to outreach to Nevada's most in need individuals so they may access the program and work toward finding employment and obtaining self-sufficiency.

## Relative Distribution of Eligible Individuals

*Rural and Urban Populations* - According to the Department of Labor *Equitable Distribution Report*, 71 percent or 155 SCSEP positions are allocated to Nevada's two largest urban counties. Twenty-nine percent or 63 of the remaining SCSEP positions are distributed equitably in 12 rural counties.

*Greatest Economic Need* - "Greatest economic need" means a person with income at or below 100 percent Federal Poverty Level (FPL), established by the Department of Health and Human Services and approved by the Office of Management and Budget.

The State and National SCSEP provider served 358 unduplicated seniors in Nevada by the end of June 30, 2017. Of those, 309 or 86 percent were classified as having the greatest economic need. This number is in stark contrast to the potential population that could be helped in this category. For example, of the 639,858 Nevadans age 55 and older, an estimated 5.7 percent or 36,561 were



at or below 100 percent FPL. In addition, of the 122,717 Nevadans for whom poverty status has been determined, 30% are seniors age 55 or older.

*Limited English Proficiency* - The U.S. Census Bureau defines a "limited English speaking household" as one in which no member 14 years old and over (1) speaks only English or (2) speaks a non-English language and speaks English "very well." In other words, all members 14 years old and over have at least some difficulty with English. English-only households cannot belong to this group. Previous Census Bureau data products referred to these households as "linguistically isolated" and "Household where no one age 14 and over speaks English only or speaks English 'very well. (Appendix E)

The U.S. Census Bureau estimates that 6.3% of all households in Nevada fell into this category from 2010-2014. Of the 358 seniors served by SCSEP grantees by the end of PY 2016, approximately 24 participants or 7 percent of participants were classified as Limited English Proficient.

*Greatest Social Need* - "*Greatest social need*" means needs caused by non-economic factors. It includes persons with physical and mental disabilities; language barriers; and cultural, social or geographic isolation, including isolation brought about by racial or ethnic status.

Of the 358 unduplicated seniors served by The State and National SCSEP grantee by the end of June 30, 2017, a minimum of 282 or 79 percent of those persons served were classified as having the greatest social need. This included those with disabilities, language barriers (limited English proficiency), low literacy skills and those with cultural, social or geographic isolation (rural).

*Rural Areas* - With the movement of additional positions to Nevada's urban areas because of the 2010 Census, it has become more challenging for SCSEP grantees to provide adequate amounts of staff and travel dollars to serve the more rural counties in Nevada.

Three of Nevada's most rural counties, Eureka, Esmeralda and Storey, together comprised of 8,033 square miles, are without any SCSEP participants. Lander, Lincoln, Pershing and White Pine Counties each have one SCSEP participant which totals four (4) SCSEP participants in a 44,591 square mile area. This presents challenges for the AARPF to maintain staff and support the SCSEP in such a vast area, putting pressure on funding and staff time due to distances.

*Veterans and qualified spouse of Veterans* - Of the 358 unduplicated participants served by June 30, 2015, 34 or 9 percent of those served are classified as a veteran or qualifying spouse of a veteran.

### **Avoiding Disruptions in Service**

The State of Nevada Aging and Disability Service Division will provide for program continuation if slots are lost or transferred to other grantees by initiation of the following:

- *Participant Notification* - The Division agrees to provide for a smooth transition for participants and host agencies upon termination or transfer to the new grantee and/or



national sponsor. This will include; a letter explaining that the State SCSEP provider will no longer be providing program services for SCSEP and, if applicable, an introductory letter to participants, host agencies and employers introducing the new grantee and/or national sponsor arrangement.

- *Records* - All program, participant and host files will be forwarded to any new grantee.
- *Placement of Participants* - The Nevada grantees will work closely with WIOA's One-Stop Centers to try to place as many participants into unsubsidized employment as possible prior to the reduction of positions or termination of the grant.
- *Services to Ease Transition* - Provide technical assistance and continuity for grantees, participants and host agencies during the transition period. Provide technical assistance and training as needed to the new grantee or national sponsor(s).
- *Final Payroll* - The State and National SCSEP providers are responsible for final payroll arrangements as part of the grant responsibilities, with the Division's audit staff overseeing this effort for the State SCSEP sub recipient.

The State of Nevada Aging and Disability Services Division will assist with the transition of slots from an incumbent national grantee to a new national grantee, if necessary, as follows:

- *Meeting* - The State of Nevada will offer to schedule/host a transition meeting with incumbent national grantees and new national grantees within one month of an award announcement.
- *Communication* - The State of Nevada will suggest to incumbent national grantees that letters be sent to participants, host sites and employers notifying them that they are no longer providing SCSEP in Nevada and introducing the new national grantee that will be providing SCSEP.
- *Complaints* - The State of Nevada will provide national grantee contact information and Department of Labor contact information to all participants, host sites and employers stating a complaint.
- *Participant Notification* - The Division agrees to provide for a smooth transition for participants and host agencies upon termination or to transition to the new national sponsor. National grantee contact information will be provided to all participants, host sites and employers, as requested.
- *Records* - The State of Nevada will suggest that all program, participant and host files will be forwarded from the incumbent national grantee to the new national grantee.
- *Issues* - The State of Nevada will notify Nevada's SCSEP Department of Labor Federal Project Officer of issues that arise via email or telephone.

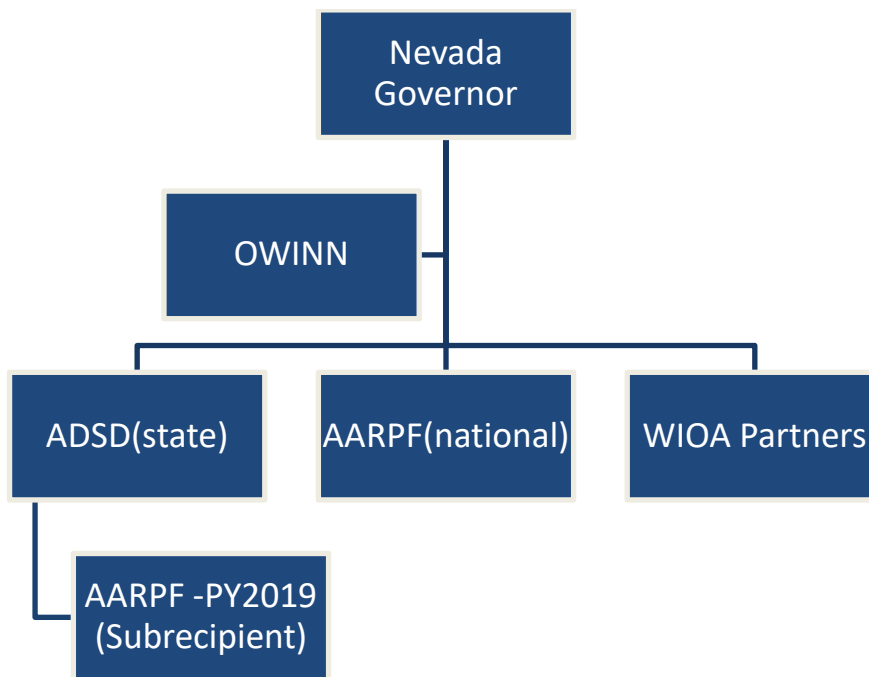
## Conclusion

While the Nevada economy was on track with strong employment projections and new in-demand industries, older adults are expected to face challenges due to the COVID-19 pandemic. The SCSEP program grantees and partners face unprecedented challenges in helping individuals

secure unsubsidized employment. However, opportunities exist to explore new industries, strengthen training and skill development efforts, and build partnerships that will have long-term benefits for participants in the SCSEP program.

The state of Nevada Aging and Disability Services Division will monitor progress towards this state plan utilizing quarterly data and reports submitted by both the state and national grantee. Adjustments to this plan, particularly in light of unknown economic impacts related to the COVID-19 pandemic will be made jointly with the state and national grantee. Additionally, an annual summary report will be published for Nevada stakeholders highlighting major accomplishments of the prior program year.

## Appendix A: Nevada SCSEP Program Partners



## Appendix B: Public Comment

The SCSEP State Plan was published for public comment from June 1, 2020 to June 4, 2020. Emails and requests for public comment were sent to the Nevada Aging Network, Advisory Boards, and WIOA system partners.

There were only two questions received by members of the public.

**Q1:** I am curious if this plan includes people with disabilities who are under 55 years old?

**A1:** The SCSEP program is specifically for seniors, age 55 and older.

**Q2:** What is the source of this funding? Is it from ACL?

**A2:** U.S. Department of Labor, as authorized under the Older Americans Act